

## Office Administration & Reception Skills - FETAC Level 5

### Overview

This programme is designed to provide participants with the knowledge and skills required to work as a front line representative of any organisation and also with the ability to provide administrative support to the organisation. The Office Administration course is offered in conjunction with the Reception skills module and outlines the procedures required to work effectively and manage the administration role within a modern office environment. It also gives the candidate an overview of how to effectively operate a reception area to the highest of standards.

### Benefits:

- Experience & knowledge to effectively run a reception desk
- Basic Time management and Diary Management skills
- Understand organisational structures and the workplace environment
- Understand the importance of organisational information flow
- Ability to plan and present information in the correct manner and to required standards
- Improved workplace practices and office teamwork
- Improved job prospects
- As part of the progression this component award will link into an elective module for the full award across a range of FETAC Certificates Business, Retail, Reception, and Administration. This award can access entry into third Level Qualifications

### Course Content:

- Work effectively and manage the administration role within a modern office environment. Operate a reception area to the highest of standards
- Diary Management techniques
- Telephone techniques
- How to deal with difficult customers, how to file efficiently
- Prepare invoices, book hotels, finalise travel arrangements
- How to set up a customer and client database/phone book

### Accreditation

Upon successful completion participants will receive two FETAC Level 5 Certificates: Information and Administration B20144 – FETAC Level 5 & Reception Skills B20149 – FETAC Level 5

To book a place on this course, call our booking line on +353 (046) 9249618 or e-mail [info@midasgroup.ie](mailto:info@midasgroup.ie) or book online